

## **Transcript: Malcolm**

**Nash-5505273287360512-5948010461609984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? I'm sorry, I can't hear you. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. How you doing? Doing good. How about you? All right. This is Gabriel Burks. I was calling, I work through Surge and I was calling to see, um, what kind of insurance that I have through them, because I recently had a accident where I broke my ankle and I've been paying for insurance and I wanted to see if my insurance would cover like a short term disability or something before I, uh, return back to work. Okay. What's the last four of your social? 9683. First name? Gabriel Burks. For security purposes, can you verify your address and date of birth for me? Uh, 145 North Lake Drive, LaGrange, Georgia 30240. And date of birth? 07/16/87. Okay. Let me see, we got your phone number as 415-3478. Yes, I recently had changed my, had my number changed. Well, I had to get a new number. Okay. What's your new phone number? 706-415... Hold on one second. I don't know it by heart. I'm sorry. That's fine. 415-3627. You said 3627? Yes. And the email is gabrielburks373@gmail.com? No, I recently had to change that as well. What's a good email address for you? Gabrielburks8@gmail.com. You said gabrielburks8@gmail.com? Yes. You... So it looks like you had a preventative care plan, that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. You do not get enrolled into the short term disability. Okay. Thank you so much. That's all I needed to know. Was there anything else I can help you with today? Uh, no. I need y'all. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Oh, I do have one more question. Yes, ma'am. Is it... How do I, how would I enroll into the, uh, short term disability thing? So since you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. Oh. You have to wait until a company, you have to wait until a company open enrollment period or you have to have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. Thank you so much. No problem, Miss Burks. Was there anything else I could help you with today? No sir. That'll be all. All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day. All right. Thank you. You do the same. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: I'm sorry, I can't hear you.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. How you doing?

Speaker speaker\_1: Doing good. How about you?

Speaker speaker\_2: All right. This is Gabriel Burks. I was calling, I work through Surge and I was calling to see, um, what kind of insurance that I have through them, because I recently had a accident where I broke my ankle and I've been paying for insurance and I wanted to see if my insurance would cover like a short term disability or something before I, uh, return back to work.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: 9683.

Speaker speaker\_1: First name?

Speaker speaker\_2: Gabriel Burks.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, 145 North Lake Drive, LaGrange, Georgia 30240.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 07/16/87.

Speaker speaker\_1: Okay. Let me see, we got your phone number as 415-3478.

Speaker speaker\_2: Yes, I recently had changed my, had my number changed. Well, I had to get a new number.

Speaker speaker\_1: Okay. What's your new phone number?

Speaker speaker\_2: 706-415... Hold on one second. I don't know it by heart. I'm sorry.

Speaker speaker\_1: That's fine.

Speaker speaker\_2: 415-3627.

Speaker speaker\_1: You said 3627?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is gabrielburks373@gmail.com?

Speaker speaker\_2: No, I recently had to change that as well.

Speaker speaker\_1: What's a good email address for you?

Speaker speaker\_2: Gabrielburks8@gmail.com.

Speaker speaker\_1: You said gabrielburks8@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You... So it looks like you had a preventative care plan, that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. You do not get enrolled into the short term disability.

Speaker speaker\_2: Okay. Thank you so much. That's all I needed to know.

Speaker speaker\_1: Was there anything else I can help you with today?

Speaker speaker\_2: Uh, no. I need y'all.

Speaker speaker\_1: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: Oh, I do have one more question.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Is it... How do I, how would I enroll into the, uh, short term disability thing?

Speaker speaker\_1: So since you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck.

Speaker speaker\_2: Oh.

Speaker speaker\_1: You have to wait until a company, you have to wait until a company open enrollment period or you have to have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem, Miss Burks. Was there anything else I could help you with today?

Speaker speaker\_2: No sir. That'll be all.

Speaker speaker\_1: All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_2: All right. Thank you. You do the same.

Speaker speaker\_1: Thank you.